

# EMBALMERS/FUNERAL DIRECTORS YEAR END REPORT

## THIS INFORMATION REFLECTS REPORTING YEAR DATA

<b><u>ACTIVE LICENSEES</u></b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Temporary	1	0	0	0	0
Embalmers	1147	1155	1127	1063	1104
Funeral Directors	2431	2425	2347	2204	2285
Limited Funeral Directors	12	15	14	22	24
Funeral Establishments	695	695	696	681	685
Preneed Providers	612	612	612	569	575
Preneed Sellers	348	348	349	337	331
Preneed Agents				148	179
Preneed Funeral Director Agents				971	987
Retired Embalmers		14	0	15	0
Retired Funeral Directors		52	1	34	0
<b>Total</b>	<b>5262</b>	<b>5250</b>	<b>5145</b>	<b>5995</b>	<b>6170</b>

<b><u>LICENSES ISSUED</u></b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Temporary Funeral Director	1	1	0	0	0
Limited Funeral Director	1	3	2	8	2
Funeral Directors	73	70	60	56	63
Embalmers	26	34	34	38	26
Funeral Establishments	51	43	24	30	33
Preneed Sellers				339	12
Preneed Providers				574	33
Preneed Funeral Director Agents				971	65
Preneed Agents				148	66
<b>Total</b>	<b>152</b>	<b>151</b>	<b>120</b>	<b>2164</b>	<b>300</b>

<b><u>EXAMINATION ADMINISTRATION</u></b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Missouri Law Examinations	81	132	143	329	215
State Board Arts Examinations	76	59	77	72	60
Embalmer Oral Examinations	22	20	24	18	8

<b><u>INSPECTIONS</u></b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Inspections	660	708	699	678	739
Violations	83	36	38	156	112

<b><u>COMPLAINTS</u></b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Total Consumer Complaints	46	187	127	44	91
Investigations - Board Initiated				44	21
Complaints - Board Initiated				2	25
Denials				12	1
<b>Investigations</b>					
Chapter 436 Investigation	25	13	4	52	3
Chapter 436 Examination of Books & Records	4	3	0	0	0
Chapter 436 Audit	2	1	0	2	3
Chapter 333 Investigations				5	42

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<u>DISCIPLINE</u>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
License Revocation	6	1	0	16	3
Licenses Placed on Probation	10	10	3	15	9
Licenses Suspended	4	9	1	0	14
Licenses Suspended per § 324.010	0	1	12	0	23
Public Letter of Censure	0	0	2	0	1
Board Permanent Injunction	0	1	0	0	0
Restraining Order, Stipulated Agreement			6	0	0
Voluntary Surrendered				1	0

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<u>PRENEED SELLER ANNUAL REPORTING</u>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Number of preneed contracts reported sold	29,867.00	17,315.00	12,504.00	15,209.00	14,269.00
Amount a face value of preneed contracts reported sold	116,697,797.17	76,947,386.84	53,703,160.13	66,780,707.02	68,882,512.29
Amount of annual reporting fees collected (\$2 per contract through 2009/\$36 per contract beginning 2010)	59,734.00	34,630.00	25,008.00	547,524.00	513,684.00